

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

Thursday, July 23, 1998
Scottsdale Police Department
Scottsdale, AZ

MEMBERS ATTENDING

Gary Elliott, Phoenix, Chairman
*Dan Schultz, Apache Junction
Naoma Sloan, Avondale
*Velma Washington, Buckeye
Patti Walton for Dave Neuman, Chandler
*Gloria Jones, El Mirage
Janet Laird, Gilbert
Sherrie Clark for Sheila Pattee, Glendale
*Kay Vineyard, Goodyear
Joe Noce, Mesa
Jean Hudson-Maiocco, Maricopa County
Bruce Barrows, Paradise Valley
*Fran Creekmore, Peoria
Curtis Thomas, Salt River Pima-Maricopa
Indian Community

Gail Denney, Scottsdale
*Sheila Vance, Surprise
Susan Williams, Tempe
*Jeff Walter, Tolleson
Rubin Madrid, Wickenburg
*Danielle Teran, Youngtown
*+Carol McLeod, ASU
+Barbara Jaeger, ADOA
*+Fred Christley, Capitol Police
+Debbie Henry, DPS
*+Mark Bach, Ft. McDowell Indian
Community
*+Nicole Nickelson, Luke AFB
*+Harry Beck, Phoenix Fire
+Scott Organ, Rural Metro

* Those members neither present nor represented by proxy.
+ Ex-Officio member.

OTHERS PRESENT

Valerie Day, MAG
Jim Wortham, Phoenix
Mary Dysinger-Franklin, Phoenix
Jim Martin, Pinal County
Gussie Taylor, Pinal County

Rick Turner, Gilbert
Debbie Platek, ACHI
Vivian Elliott, ACHI
Mary Smith, Phoenix
Harold Pierson, Southwest Ambulance

1. Call to Order

The meeting was called to order by Gary Elliott, chairman, at 10:05 a.m.

2. Approval of the May 28, 1998 Meeting Minutes

Gail Denney moved, Joe Noce seconded, and it was unanimously carried to approve the May 28, 1998 PSAP Manager's meeting minutes.

3 U.S. West Maintenance Report

No report.

4. U.S. West Customer Service Report

No report from U.S. West. Jim Wortham mentioned that there should be a fix coming for the Positron Express keyboards. The problem appears to be the contacts on the switches. After about three months the switch doesn't work anymore.

Joe Noce asked if U.S. West had given Jim an answer on PSAP notification when upgrading the central offices and about the times they choose to do the cuts. They may be the best times for US West but are the worst times for any PSAP. Jim stated that he had not heard but that Debby Mannheimer was supposed to be looking into that for us.

Gary Elliott asked that we try and get more US West participation at these meetings. He suggested that at least one technician from the maintenance side and someone from the customer service side attend these meetings.

5. ADOA Report

Barbara Jaeger reported that the City of Page turned up their enhanced 911 system towards the end of last month. There are two PSAPs – one primary and one secondary. The primary is the City of Page police department. The secondary is the Glenn Canyon National Park service. This is a unique installation because it involved two different area codes. Page central office handles areas in Utah.

Ms. Jaeger stated that she received information at the NENA conference, put out by the Department of Justice, regarding disability access to 911 compliance. In the past they haven't been willing to say what it takes to comply.

The state has a new web site geared toward 911 professionals. Currently it has the Order of Adoption, legislation, map of where there is 911 and the levels of service, county coordinators, and frequently asked questions. The site can be found at **www.911.state.az.us**.

Ms. Jaeger also mentioned that her department is in the process of developing a Newsletter for those who do not have Internet access.

Ms. Jaeger reported that the budgets for fiscal year 1999 have been finalized and mailed out to the county coordinators. She said that everything with the exception of the Salt River upgrade has been approved. She mentioned that with the proper justification it could be resubmitted next year.

This past year there was a legislative change. The Omnibus bill passed allowing us to collect access revenue but reports are now required to be submitted to the Joint Legislative Budget Committee. This change is specifically designed and geared towards collecting funds for 94-

102.

Ms. Jaeger mentioned that the Pima County 911 system is in the process of getting the wireless providers together to come up with a consensus and pricing on implementing Phase I. After she receives the request from Pima County she will have to take it before the Joint Legislative Budget committee before they can proceed.

Jim Wortham asked Ms. Jaeger about the opportunity for ENP (Emergency Number Professional) certification in Arizona. She said that she would have a memo out to those who had expressed an interest identifying the fact that NENA will allow a test to be given in Arizona if we have at least six people. We have to submit this as a package to NENA with registrations and checks by September 1. You can find out further information pertaining to ENP certification on the Internet at **www.nena9-1-1.org**.

Ms. Jaeger reminded everyone that September 11, 1998 is 911 Day. Please remember to nominate a deserving individual from your department. A luncheon is planned for those attending and the governor has agreed to attend and hand out the awards.

Joe Noce mentioned that there was an article by Toni Dunn in the current APCO magazine. The article was about the requirement of TDDs being available at public phones and also regarding volume control requirements. Ms. Jaeger stated that ADA requires that anywhere there is a bank of four or more phones a TDD is required. Joe suggested making a copy of the article and sending it to your agency's legal advisors. Gary Elliott mentioned that someone from the Arizona Council for the Hearing Impaired was supposed to be here to provide PSAP information and had requested to be on the next agenda.

6. Update of the Activities of the 911 Technical Subcommittee of the PSAP Managers Group

Jim Wortham reported that LNP testing of Phase 2 was completed last week. He received a fax from US West identifying what happened. There were several companies involved in this testing – Cox, US West, and WinStar. When the 911 call was placed from Cox and ported through WinStar and back to US West the customer record came up as valid from WinStar but came up with US West provider. The database issues relating to this are monumental.

Jim mentioned that the committee had worked on a draft for a county wide implementation of N11. They were also going to begin structuring an RFP for a systems review similar to the Warner Group study completed a few years ago. Because the committee will be getting busier with these and other projects the committee was looking at how to restructure in order to ensure quorum requirements.

Jim provided a summary of HB2093 that adds a section relating to emergency telephone service. (See attached) There was discussion pertaining to the blocking or interception of 911 calls at locations with a PBX. With this legislation these places will have to receive permission to continue this practice. There is also a question on who is able to assign these abbreviated numbers.

Barbara Jaeger asked if we have looked into restricting the use of 911. Because 911 is not copyrighted it presently can be used as a name of publications, products, objects, etc. that can have a negative impact on 911. Jim suggested that maybe NENA take this on as a project to see if 911 can be copyrighted or its use restricted in some way. Gail Denney mentioned that the product "Reverse 911" is no longer going by that name.

Jim stated that the service US West/SCC will be offering, use to be called Reverse 911 is now Early Warning Evacuation (EWE). This service can be used to identify and call numbers in a certain area for things such as evacuations. Patti Walton stated that her agency has a similar product, but because it is updated by the census, it is not very current. She also mentioned that people with unlisted numbers would not be notified.

7. MSAG Information Report

Jean Hudson-Maiocco reported that she sent out the correction sheets last week along with the SAU (Specific Address Unknown) files and the unaddressed files. The SAU file is US West's version of SCC's 701 report. That file is almost all gone but there are still a few that need to be cleared. Ms. Hudson-Maiocco stated that Penelope Theyken, US West, had mentioned at the NENA meeting in Prescott that they were going to be setting up database integrity standards and then would be tracking to see that the standards are being met and that the errors are being corrected in a timely manner. Joe Noce inquired whether the problem with cross-pollinating the databases has been corrected. Ms. Hudson-Maiocco said US West has been working on the problem but it had not been cleared up yet. Ms. Jaeger mentioned that these correction were all part of the database integrity standards package.

8. Update on the Activities of the 9-1-1 Oversight Team

Jim Wortham reported that one of the presentations at the last meeting was a discussion on disaster recovery. Most of your agencies have the Maricopa County Emergency Services Manual that you'll becoming more familiar with over the next six months or so as we revisit this to ensure it is updated and the information is correct.

New area code implementation will probably begin next summer. It is still unclear whether it will be an overlay or geographical split. Jim feels this will probably be a threshold for the development of N11 implementation opportunities.

Jim Wortham reminded everyone that if they have any wireless issues to call him. There are presently six providers one shows up as no record found and ANI Failure, which he is trying to get fixed. Debby Mannheimer is validating the network protocol between the selective routing office and the mobile telephone switching offices (MTSO) and the network end offices. They have identified the fact that there is a disparate protocol between the providers.

9. MAG FY2000 PSAP Annual Element/Funding Request

Mary Dysinger-Franklin reported that the MAG FY2000 budget requests have been sent out to each of the agency's managers. They need to be completed and returned to Mary by August 1. Ms. Dysinger-Franklin offered to visit any PSAP to assist them in this process.

10. Consultant Study

The state put out an RFI to identify consultants to assist the ADOA in reviewing their overall operations. An RFP will be developed from that RFI to identify issues relating to possibly revamping the present system, the current funding mechanism and if it meets current and future needs and providing state 911 services.

The Maricopa County 911 system will also be looking at obtaining a consultant to identify and suggest changes specific to our system. Ms. Jaeger mentioned that because of the 3% funding cap for administrative costs we will have to wait until FY2000 and because of the changes in her office it is unknown how much would be available for this study. A change to this cap is a legislative issue.

Chairman Elliott thanked Gail Denney from the City of Scottsdale for hosting the meeting.

The meeting was adjourned at 11:17 a.m.

The next meeting is scheduled for Tuesday, December 8, 1998 at 10:00 a.m. The meeting will be held at:

**Tempe Police Department
Auditorium
120 E Fifth Street
Tempe, AZ 85281**